



Service: at the heart of what we do.

Handling Difficult Customers

Don't take it personally.

It's up to you to remain calm and turn around the customer's attitude.

Give the Customer time to vent.

Use phrases like "I see," "go on," also "and then what happened?"

Empathize and agree.

Use statements like "I would be angry too." or "I understand how upsetting this is."

Get to the root of the problem.

Ask open-ended questions to draw further information from the customer.

Propose solutions.

Use phrases like "Here are some ways we can solve this," or "What would you like us to do?"

Agree to resolution.

Confirm the resolution as clearly and completely as possible with specific times and actions.

Follow-up.

Follow through on any commitments or promises you make to the customer.

Get ready for the next call.

Take a deep breathe and prepare to give the next customer first class service.